Funding For **Telehealth** and **Digital Navigators**:

Two Programs in Development for Texas Libraries

Shauna Edson and Justin Strange, Salt Lake City Public Library (UT)

Dianne Connery, Pottsboro Public Library (TX)

Cindy Fisher and Henry Stokes, TSLAC

June 24, 2021

Agenda

- Definitions
- Texas need by the numbers
- Current funding landscape
- Telehealth
- Digital Navigators
- Survey of interest
- Your questions

Definitions

Digital Inclusion

- Affordable, robust broadband
- Devices
- Digital literacy training
- Technical support
- Applications for participation/self-sufficiency

Digital Equity

Condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy and economy

Definitions

Digital Literacy

Ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.

Broadband Adoption

Home subscription to high-speed internet

Texas Need By the Numbers

- 877,000 Texans do not have access to broadband at home
- 88% of those disconnected are in rural areas
- 32.4% of Texans do not subscribe to highspeed fixed broadband
- 316,000 households do not have access to speeds high enough (25/3) capable to accomplish common tasks
- Texans are more likely to have a cellular data plan than a broadband subscription and are more likely to own a smartphone than a desktop, laptop, or tablet.

Current funding landscape

- U.S. **CARES Act** in April 2020 to assist libraries in responding to the COVID-19 pandemic and for digital inclusion efforts.
- In Texas, we used the $2.6 million to fund $1.6 million in grants to 59 libraries as well as $1 million to bring broadband internet to small community libraries in rural areas of the state.

Current funding landscape

- **American Rescue Plan Act (ARPA)**, the $1.9 Trillion pandemic stimulus plan passed by Congress in March 2021
  - Included $200 million in funding for U.S. libraries - largest single infusion of federal funds for libraries in decades, and probably ever
  - Funds will come to the states via the **Institute for Museum and Library Services (IMLS)**
  - Texas' share of those funds will be nearly **$8.4 million**

“The need for access to information for health, job, educational, and unemployment resources continues across the country, especially in communities that were already vulnerable. We are dedicated to reaching those who need this funding the most as quickly as we can, through U.S. states and territories and directly to libraries and museums.”

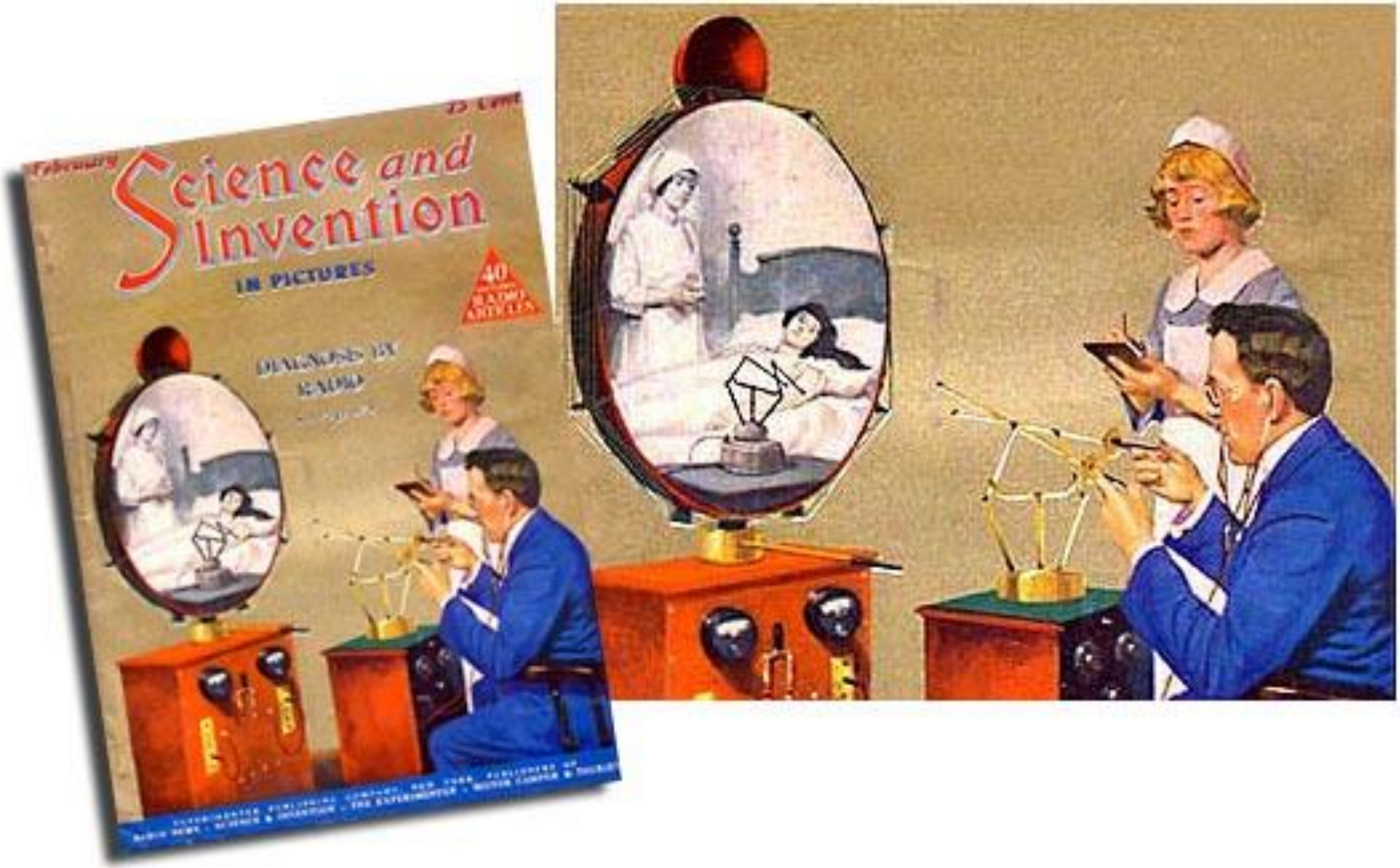
- Crosby Kemper, Director, **Institute for Museum and Library Services (IMLS)**

Two TSLAC grant projects in development to address digital equity needs:

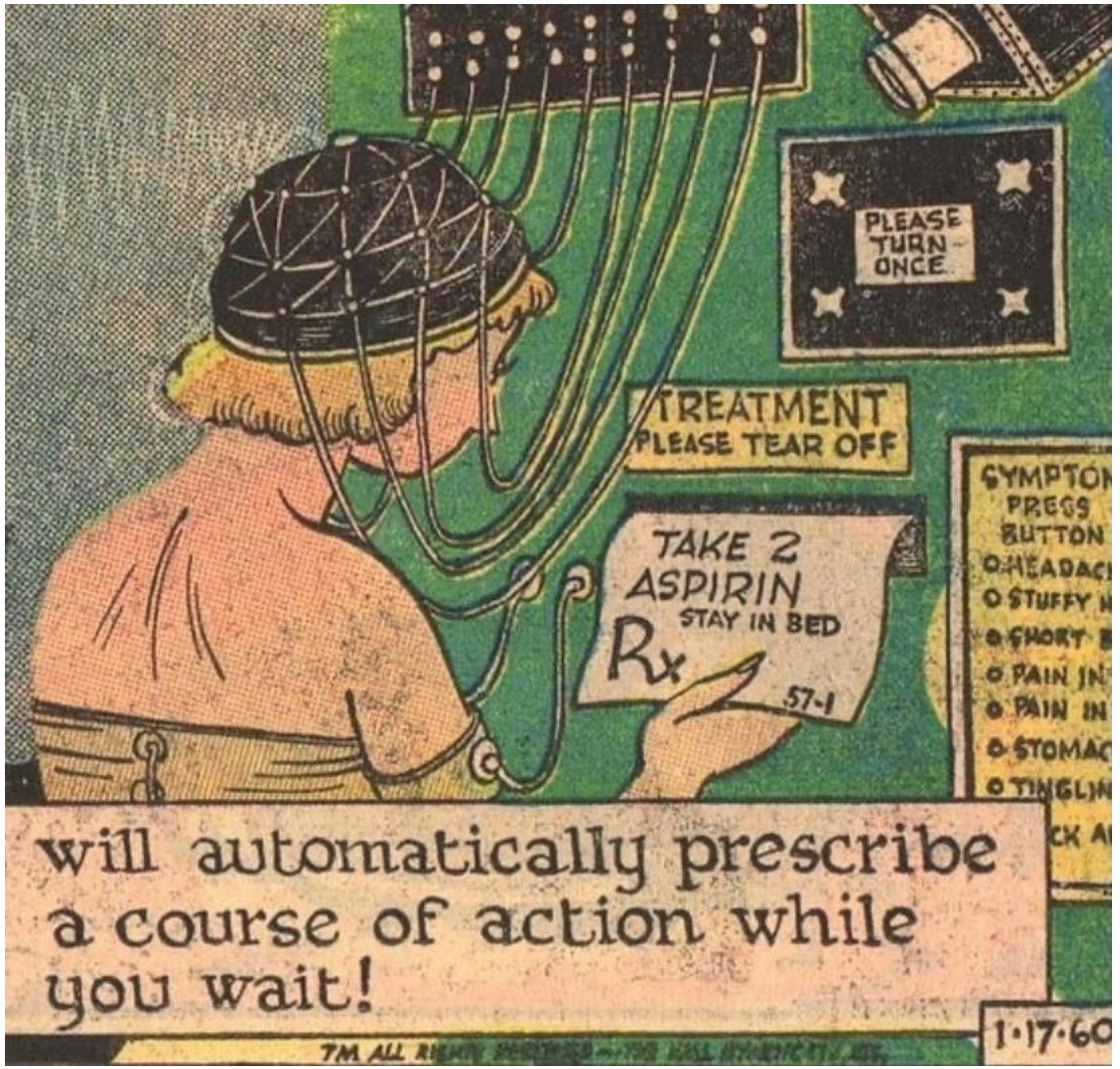
- Telehealth
- Digital Navigators

Telehealth

- Internet networks and computers are used to help facilitate visits between health care providers and patients


February
Science and Invention
IN PICTURES
40

RADIO NEWS
25 Cents
April
1924
THE RADIO DOCTOR—Maybe!
THE 100% RADIO MAGAZINE
THE RADIO DOCTOR—Maybe!
IN THIS ISSUE:
Sir Oliver Lodge, F.R.S.
Dr. J. A. Fleming, F.R.S.
F. W. Dunmore and
F. H. Engel of
Howard S. Pyle
Brainard Foote


PLEASE TURN ONCE
TREATMENT
PLEASE TEAR OFF
TAKE 2 ASPIRIN
STAY IN BED
Rx
57-1
will automatically prescribe a course of action while you wait!
1·17·60

Imagine the benefits

- Receive healthcare quicker
- More affordable and accessible
- Address obstacles and burdens posed by geography, transportation, and other mobility issues
- Avoid unnecessary visits to ER
- Free up doctor time for patients with more serious medical issues
- Reduce risk of contagion
- Benefit the economy

Now…

Now…

- Tech is here
  - Affordable mobile devices, two-way video-conferencing, sophisticated sensors, cloud-based services, and the high-speed Internet to power it all
- Need is even stronger
  - Rural hospitals have been closing at a catastrophic rate
  - Many people in rural areas are located far from any hospitals
  - Lack of transportation options (no public transit) to hospitals
  - When transportation is available, patients often reluctant to travel outside of their area
  - Insufficient broadband access, a requirement for telehealth, in many residents' homes

Why libraries?

- Place already in communities to serve people's needs that people trust
- Friendly, helpful staff who respect privacy and are pros at teaching digital literacy skills, plus already direct patrons to authoritative health and wellness information
- Often has free high speed Internet, faster than many might get at home

Why libraries?

- Adding telehealth services to libraries means seniors could receive the healthcare they need, thus allowing them to stay in rural areas, age in place, and have the quality of life they desire
- Libraries have the opportunity to be transformative, helping to maintain the vitality of their communities

How?

- Partnerships with health care providers?
- Teleconferencing kiosk or converted meeting room?
- Specific equipment & good lighting
- Fast internet speed
- Staff training
- Digital literacy support
- Marketing and promotion

How?

- EXAMPLE:

Pottsboro Library's new telehealth pilot project in partnership with University of North Texas Health Science Center (UNT-HSC)

Introducing : Dianne Connery, Special Projects Librarian

Why Libraries?

pottsboro AREA LIBRARY connect here.

More Than Books — The Pottsboro Library is A Guiding Light for the Community

ITDRC Dec 14, 2020 · 6 min read

Credit: ITDRC photographer Hannah Ridings

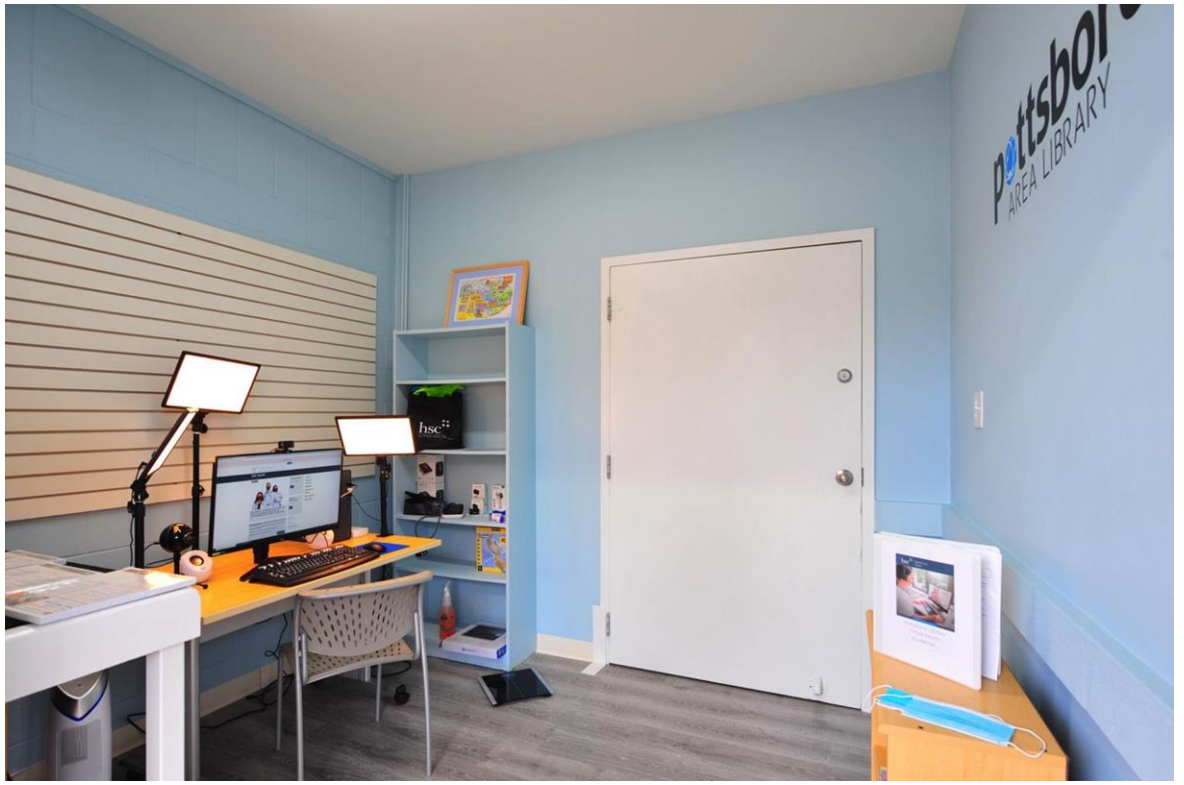
A Little Library in Pottsboro Texas

Credit: ITDRC photographer Hannah Ridings

Launch of a Pilot Program

pottsboro AREA LIBRARY connect here.

How does it work?



Funded under cooperative agreement number UG4LM012345 with the University of North Texas Health Science Center – Gibson D. Lewis Library, and awarded by the DHHS, NIH, National Library of Medicine.

Outreach

pottsboro AREA LIBRARY connect here.

In Development at TSLAC:

Telehealth Grant

TSLAC is planning to provide a grant opportunity that would provide awarded libraries the **equipment and resources** needed to implement a **telehealth** program at their library facilities.

Digital Navigators: What

Digital Navigators are individuals who address the whole digital inclusion process — home connectivity, devices, and digital skills — with community members through repeated interactions.

A trained **Digital Navigator** will be able to assess a community member's need, and competently guide them towards resources that are suitable both for their skill level and lifestyle.

Digital Navigators: Why

- 877,000 Texans do not have access to broadband at home
- 88% of those disconnected are in rural areas
- 32.4% of Texans do not subscribe to highspeed fixed broadband
- 316,000 households do not have access to speeds high enough (25/3) capable to accomplish common tasks
- Texans are more likely to have a cellular data plan than a broadband subscription and are more likely to own a smartphone than a desktop, laptop, or tablet.

Digital Navigators: Why

- Natural fit for libraries – you are already *doing* digital inclusion work
- Connect the unconnected
- Transition from library-based to community-based
- Hyper-local focus

Digital Navigators: Outcomes

- Disrupt an inequitable system
  - *Digital Navigators work is equity work*
- Connect with community partners aligned in similar work
- Become a local expert on digital equity
- Introduce new users to the library and strengthen existing relationships

Digital Navigators: How?

- EXAMPLE:

Salt Lake City (UT) Public Library's Digital Navigator pilot project in partnership with the National Digital Inclusion Alliance (NDIA) and IMLS.

Introducing: Shauna Edson, Digital Inclusion Coordinator
Justin Strange, Digital Navigator Project Manager

DIGITAL NAVIGATORS

Shauna Edson and Justin Strange
Salt Lake City Public Library

INSTITUTE of Museum and Library SERVICES

NDIA
NATIONAL DIGITAL INCLUSION ALLIANCE
digitalinclusion.org

The City Library
THE SALT LAKE CITY PUBLIC LIBRARY SYSTEM

Digital Navigator

The Digital Navigator service model helps libraries and community-based organizations address the new and intensified digital access barriers resulting from COVID-19.

URBAN LIBRARIES COUNCIL

NDIA
NATIONAL DIGITAL INCLUSION ALLIANCE

The City Library
THE SALT LAKE CITY PUBLIC LIBRARY SYSTEM

DIGITAL NAVIGATORS

Growing need for Digital Equity

The pandemic response has shut down or severely reduced the ability of libraries and other community organizations to offer their existing digital inclusion programs including:

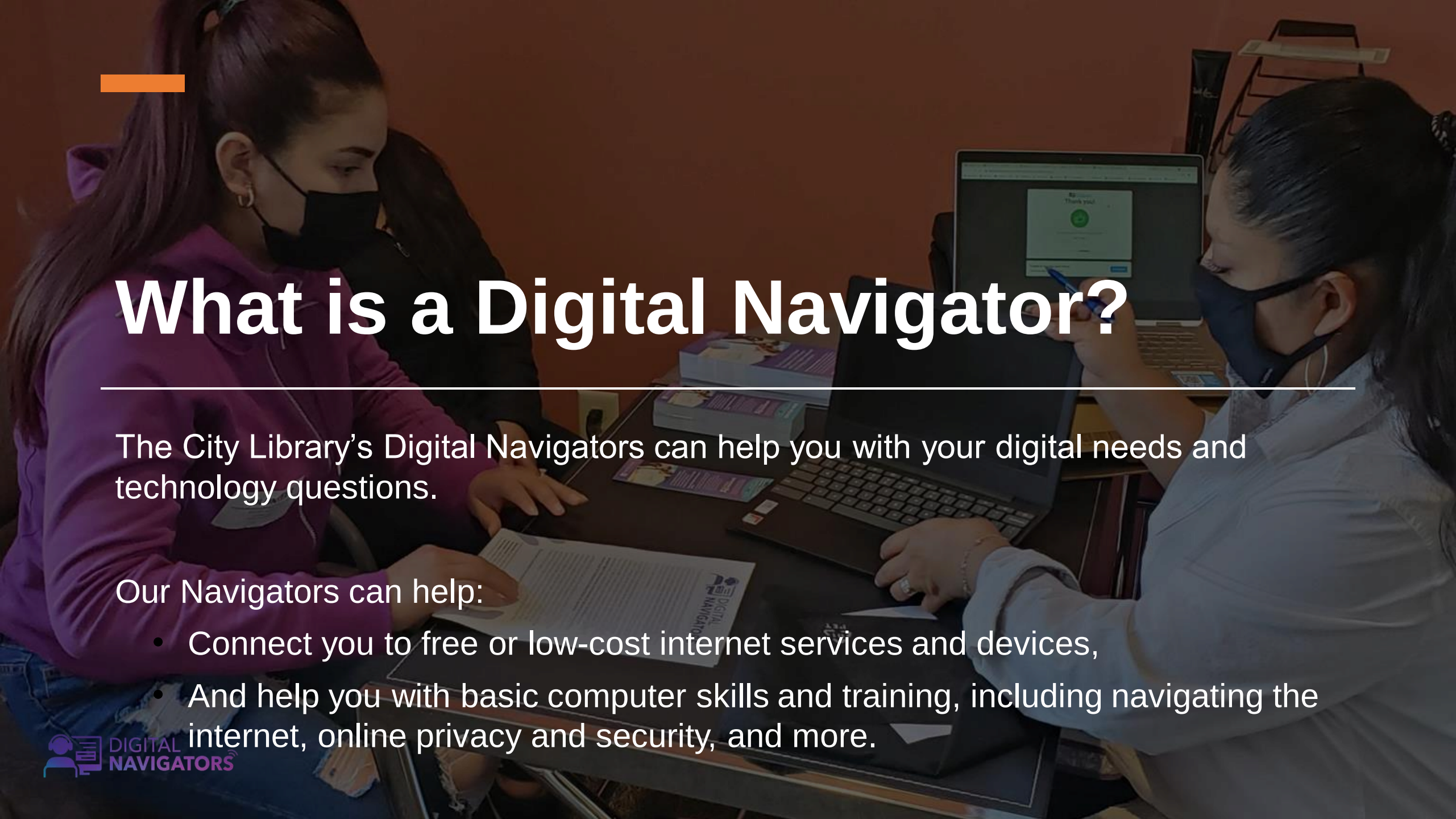
- Face-to-face training classes
- public access computer labs
- walk-in support services
- online versions of these services can still be provided, but only to people who already have home internet, a computer or mobile device and digital skills.

DIGITAL NAVIGATORS

Direct Service: Success for the project

Participants meet their stated personal connectivity and digital adoption goals through their engagement with Digital Navigators.

- Did the participant get a home internet connection, if that was needed?
- Was the participant able to carry out schoolwork online?
- Submit unemployment compensation reports?
- Schedule and complete an online healthcare appointment?
- Bank online?
- Attend a streamed church service?



What is a Digital Navigator?

The City Library's Digital Navigators can help you with your digital needs and technology questions.

Our Navigators can help:

- Connect you to free or low-cost internet services and devices,
- And help you with basic computer skills and training, including navigating the internet, online privacy and security, and more.

DIGITAL NAVIGATORS

How do people participate in the program?

- Call The City Library main phone line
- Visit our webpage
- Walk in
- Work with one of our three community partners

How did we determine our focus communities?

- In March of 2021, the City Library and other public computer labs in Salt Lake City closed indefinitely.
- To better understand the community members that would most benefit from support for digital resources, SLCPL worked with the NDIA to research digital equity in Salt Lake City.
- The team looked at census data, state data, and local media to determine the least digital connectivity, device ownership, hardship due to the pandemic, and Covid positivity rates.
- Based on their research, the team identified the three neighborhoods of Glendale, Poplar Grove and Rose Park, as in most need of digital inclusion support.

This Photo by Unknown Author is licensed under CC BY-SA

Some of the things we knew about our focus communities

- Culture of support among community members
- Word-of-mouth is a primary method to communicate information
- Trusted and utilized community-based organizations
- Cooking and art are part of everyday cultures
- Bilingual and multilingual individuals
- High need for support in Spanish

How have we connected with our communities to meet them where they are?

- Local and multilingual staff
- Multilingual marketing materials
  - Bookmarks and Yard signs
- Word of Mouth
- Doorhanger campaign
  - SLCPL staff walked an estimated 220 miles throughout Poplar Grove, Rose Park, and Glendale
- Community partner organizations with deep roots in the community

DIGITAL NAVIGATORS

Community Partners

For the Digital Navigator project, SLCPL collaborated with three essential community organizations who each had one full-time Digital Navigator.

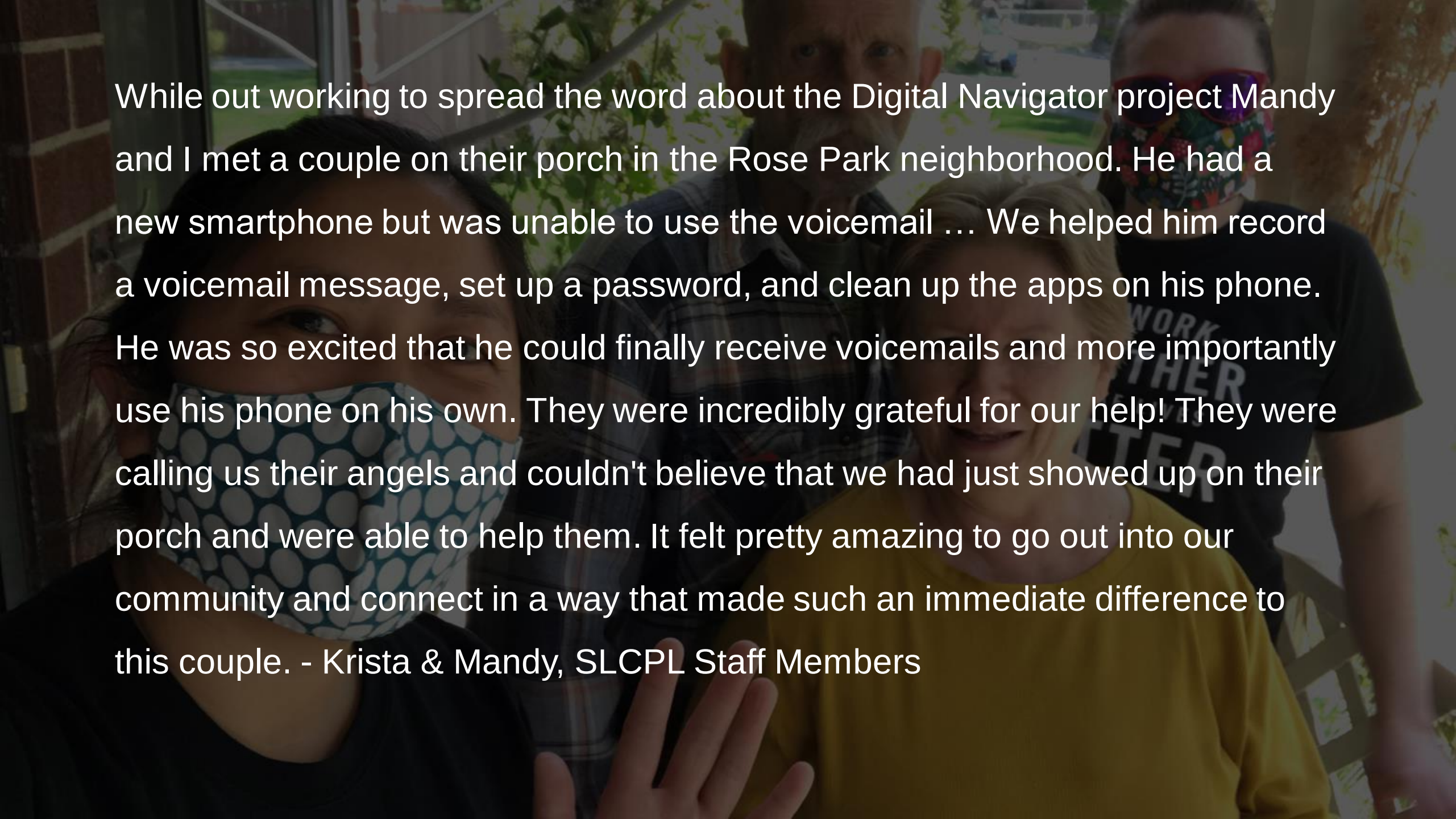
The Library determined the following qualifiers for community-based organizations to form a mutually beneficial partnership with on this project:

- a trusted organization with deep roots in these three neighborhoods,
- currently offering bilingual or multilingual programs with a lens on digital equity,
- capacity to support a full-time digital navigator position,
- and a commitment to work remotely or in-person with community members during the pandemic.

UNIVERSITY NEIGHBORHOOD PARTNERS

CATHOLIC COMMUNITY SERVICES

SUAZO BUSINESS CENTER



While out working to spread the word about the Digital Navigator project Mandy and I met a couple on their porch in the Rose Park neighborhood. He had a new smartphone but was unable to use the voicemail … We helped him record a voicemail message, set up a password, and clean up the apps on his phone. He was so excited that he could finally receive voicemails and more importantly use his phone on his own. They were incredibly grateful for our help! They were calling us their angels and couldn't believe that we had just showed up on their porch and were able to help them. It felt pretty amazing to go out into our community and connect in a way that made such an immediate difference to this couple. - Krista & Mandy, SLCPL Staff Members

How are things going?

282 Devices Distributed

Provided support to 514 community members.

Type of Help Needed:

- 73% - Needed a computer
- 8% - Digital Skills
- 7% - Home Connectivity
- 6% - Other
- 3% - Research
- 3% - Device Hardware

DIGITAL NAVIGATORS

What we have learned so far…

- Most people in our focus communities need devices.
- We saw a rise in folks requesting support for in-home broadband after our doorhanger campaign in our focus communities.
- Expanded awareness of library services and library card sign-ups by collaborating with community-based organizations.
- Remote services reach individuals that are not able to access in-person services.
    - We plan to continue some form of remote services after in-person services resume.

DIGITAL NAVIGATORS

DIGITAL NAVIGATORS

Thank you!

This project was made possible in part by the Institute of Museum and Library Services grant number LG-248566-OLS-20.

This work is licensed under the Creative Commons Attribution-NonCommercial 4.0 International License. To view a copy of this license, visit http://creativecommons.org/licenses/by-nc/4.0/ or send a letter to Creative Commons, PO Box 1866, Mountain View, CA 94042, USA.

INSTITUTE of Museum and Library SERVICES

NDIA NATIONAL DIGITAL INCLUSION ALLIANCE digitalinclusion.org

The City Library

In Development at TSLAC:

Digital Navigators Grant

TSLAC is planning to provide a grant opportunity that would provide **an online, cohort-based training with associated grant funds** for awarded libraries to implement a **Digital Navigators** program for their community.

Survey of Interest

Tell us your thoughts about these grant opportunities:

Survey link: http://s.alchemer.com/s3/Funding-for-Telehealth-and-Digital-Navigators

Deadline: End of day Tuesday, July 6

Questions and Contact

Time for your questions and comments!

Contact Us:

Henry Stokes, hstokes@tsl.texas.gov (Telehealth)

Cindy Fisher, cfisher@tsl.texas.gov (Digital Navigators)